



## Manager and Supervisor Training Catalog

This catalog consists of thirty-one (31) courses that are available for all applicable learners and all courses are open for self-enrollment in ELM.

➤ Click here for the [BLR Self Enrollment Guide](#)

Course Code	Manager and Supervisor Catalog	Course Description	Curriculum	Course Length
BLR_0138	Business Writing for Supervisors	The main objective of this training session is to provide information that can help you improve your writing skills.	Enhanced	23 min
BLR_0139	Coaching for Superior Employee Performance-- Techniques for Supervisors	The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop.	Enhanced	27 min
BLR_0140	Communicating Up - How to Talk to High-Level Management	Your relationships with your boss and other senior managers are extremely important. And those relationships are based on effective communication. Learning how to communicate up the organizational ladder effectively, therefore, will help you maintain a successful partnership with higher-level management and assist you in fulfilling your duties as a supervisor.	Enhanced	32 min
BLR_0126	Confident Supervisor - Difficult Conversations	Supervisors face times when difficult conversations may be necessary. Though the subject matter may vary, the feelings of dread are the same for both the supervisor and the employee receiving the news. This course will help arm supervisors with tips and tools to help make difficult conversations more bearable and effective.	Core	24 min
BLR_0127	Confident Supervisor - Managing Conflict	Every supervisor needs to face the fact that conflict may sometimes invade the workplace. This course will help supervisors prepare for and deal with clashes in the workplace.	Core	30 min
BLR_0141	Conflict Resolution and Consensus Building	Workplace conflict may be based on disagreements over work procedures, different needs and interests, clashes of personalities, or a range of other situations and circumstances that lead to confrontations between or among employees. When you know how to build consensus among employees, you can enhance motivation and cooperation as well as create an atmosphere in which agreement generally prevails over conflict.	Enhanced	27 min

Course Code	Manager and Supervisor Catalog	Course Description	Curriculum	Course Length
BLR_0142	Dealing with Change for Supervisors	The objective of this training session is to help you understand how to manage change in your department so that you can help your employees cope—and even thrive—in a changing work environment.	Enhanced	20 min
BLR_0128	Discipline	Before imposing discipline to an employee - stop, settle down, talk to Human Resources, and have a plan of action. Employee discipline is an area laden with legal danger and requires the utmost care.	Core	23 min
BLR_0129	Discrimination	Discrimination in the workplace has been illegal since 1964, yet employers are still spending millions of dollars every year defending discrimination lawsuits and paying judgments when they lose.	Core	23 min
BLR_0130	Documentation	Documentation can make or break an employer during a legal dispute with an employee. The importance of sound documentation can't be overemphasized. In the unfortunate event of an employee lawsuit, it will be your notes that take center stage in the courtroom.	Core	27 min
BLR_0143	Effective Communication for Supervisors	In your position as a leader in the organization, you need to be able to communicate effectively with employees, colleagues, and upper management.	Enhanced	24 min
BLR_0144	Effective Meetings - How-to for Supervisors	This training session covers planning and conducting effective meetings. We'll also briefly discuss how you can participate in other people's meetings more effectively.	Enhanced	22 min
BLR_0145	Encouraging Employee Input	The main objective of this session is to help you encourage employee input. By the time this session is over, you should be able to: Appreciate the benefits of employee input; Stimulate employees to develop ideas and suggestions for improvement; Use suggestion systems and other strategies for soliciting employee input effectively; and Respond positively to employee input and provide appropriate feedback and recognition.	Enhanced	18 min
BLR_0131	Firing	You need to understand the policies and laws that you must adhere to when letting someone go. A fired employee may be angry - angry enough to claim the firing was for an unlawful reason such as discrimination or retaliation. Expect your actions and documentation to be examined under a microscope.	Core	35 min
BLR_0132	Hiring	It's hard to think of any supervisory function more important than hiring. Just one ill-advised question or comment during an interview can bring untold harm to your company. Supervisors must be well-versed on topics such as protected classes, illegal discrimination, privacy, and a variety of laws.	Core	26 min

Course Code	Manager and Supervisor Catalog	Course Description	Curriculum	Course Length
BLR_0146	Leadership Skills - What New Managers and Supervisors Need to Know	This training session covers what it means to be an effective leader and provides you with the information you need to develop first-class leadership skills.	Enhanced	25 min
BLR_0147	Motivating Employees-- Tips and Tactics for Supervisors	The main objective of this session is to provide you with tips and tactics to motivate your employees to perform at their best. By the time this session is over, you should be able to recognize that motivators vary from person to person, find out what motivates your employees, use an effective arsenal of motivational techniques to help workers achieve peak performance, and encourage employees to reach their highest potential.	Enhanced	21 min
BLR_0148	Negotiation Skills For Supervisors	The main objective of this session is to help you develop and improve your negotiation skills. By the time the session is over, you should be able to: identify the purpose of negotiation, recognize the importance of having good negotiation skills, and negotiate effectively with a variety of people in the workplace to achieve goals and reach mutually beneficial agreements.	Enhanced	29 min
BLR_0149	New Supervisors' Guide to Effective Supervision	The main objective of this session is to help you be the best supervisor you can be. By the time the session is over, you should be able to: Identify key supervisory skills; Manage employees effectively; Promote superior employee performance; Achieve goals and objectives; and Project a competent, confident, and professional image.	Enhanced	25 min
BLR_0133	Other Harassment	Harassment at work is a leading cause of employment lawsuits, and supervisors are in the best position to prevent, recognize, and deal with harassing conduct. Harassment based on race, religion, color, national origin, gender, disability, and age is covered under major federal laws.	Core	24 min
BLR_0134	Performance Evaluations	Performance evaluations often become evidence in court cases, and evaluations that don't measure up are especially damaging to an employer's case. That's why you need to understand the importance of evaluating your employees, and you need to know the best ways to provide feedback.	Core	30 min
BLR_0150	Performance Goals for Supervisors	The main objective of this session is to help you use goals to guide and improve employee performance so that all your employees can achieve at their highest potential.	Enhanced	18 min

Course Code	Manager and Supervisor Catalog	Course Description	Curriculum	Course Length
BLR_0151	Planning and Organizing Skills for Supervisors	Planning and organizing are two of the key functions performed by any manager or supervisor. That makes good planning and organizing skills an extremely important asset. During this training session, you'll learn about how you can become better organized so that you can become more efficient and stop wasting valuable time. You'll also learn how to develop better plans so that you can achieve goals and be more successful.	Enhanced	28 min
BLR_0135	Privacy	Supervisors need to know how to stay on solid legal ground when dealing with private information on their employees. Privacy is an area that does not have one clear-cut set of standards from one major federal law. But various federal, state, and local laws do govern how employers treat employee information.	Core	25 min
BLR_0152	Problem Solving for Supervisors	The main objective of this session is to help you become a highly effective problem solver.	Enhanced	27 min
BLR_0153	Professional Behavior - What Supervisors Need to Know	Your success as a supervisor depends on conducting yourself in a professional manner at all times with everyone you come in contact with during the workday.	Enhanced	26 min
BLR_0136	Sexual Harassment	Every year, millions of dollars are spent defending sexual harassment lawsuits and paying damages and settlements. You should understand the kinds of conduct that can be considered harassment, the defenses available to the employer, how to prevent and punish harassing conduct, and how to document investigations and discipline.	Core	26 min
BLR_0154	Supervising Special Groups	The main objective of this session is to help you supervise special groups of employees more effectively. By the time the session is over, you should be able to: identify the needs of special groups of employees; avoid potential problems with young and older workers and non-English-speaking employees; supervise special groups more effectively; and obtain the best performance possible from each employee.	Enhanced	45 min
BLR_0155	Time Management for Supervisors	This training presentation will help you gain control over your time so that you can work more efficiently and productively. At the end of the training session, you will be able to identify and eliminate your time wasters; plan and prioritize effectively; define goals and make time-wise decisions; capitalize on prime and commuting time; avoid procrastination; and handle communications, interruptions, and emergencies effectively.	Enhanced	19 min

BLR_0137	Violence	The federal Occupational Safety and Health Act's (OSH Act) general duty clause requires an employer to create a place of employment "free from recognized hazards" including workplace violence. Employers are required to take steps to minimize known risks of violence, and a failure to address hazards could result in the finding of a violation of the OSH Act.	Core	27 min
BLR_0156	Workplace Ethics for Supervisors	The objective of this training session is to help ensure that as an organization and as individuals we act ethically in all matters related to our business.	Enhanced	28 min